



August 8, 2003

SENT VIA FACSIMILE (202) 366-7882 & E-Mail

George Person, Chief
Recall Management Division
Office of Defects Investigation (NEF-111)
Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street SW, Room 5319
Washington, D.C. 20590

Re: Frame Access Grabhandle (Location)
NHTSA Recall No.: 03V-234
Kenworth Recall No.: 03KWS

Dear Mr. Person:

Enclosed is the notification letter that was sent by Kenworth to its dealers/service managers on July 23, 2003. Also enclosed is the owner notification letter that was mailed on July 29, 2003.

Please note in the dealer bulletin the total number of U.S. vehicles involved is now 84, which is a reduction of 206 vehicles from the original notice. The reason for this is because the original search criterion was too broad and included vehicles with an exhaust configuration that did not include the grab handle. Any question please contact Paul Giampapa (425) 468-7387.

Very truly yours,

A handwritten signature in black ink, appearing to read "Kenneth R. Brownstein". The signature is fluid and cursive.

Kenneth R. Brownstein
Senior Counsel

Enclosure
KRB: ptg
E-mail: ken.brownstein@paccar.com



Recall

FEDERAL RECALL CAMPAIGN 03KW5

T600, T800, T2000, and W900 MODELS BUILT NOVEMBER 22, 2002 THROUGH APRIL 30, 2003 CONTAINING FRAME ACCESS GRAB HANDLES WITH VERTICAL TAILPIPES.

Kenworth Truck Company has decided that a defect, which relates to motor vehicle safety, exists in certain Kenworth T600, T800, T2000, and W900 models containing frame access grab handles with vertical tailpipes. This issue only affects chassis with Caterpillar engines that have vertical tail pipes and an optional frame access package. The subject vehicles were manufactured on November 22, 2002 through April 30, 2003. A total of 84 U.S. and 10 Canadian trucks are involved in this campaign. The chassis list ([Chassis](#), [Dealer / Chassis](#)) and a copy of the customer letter ([U.S. / Canada](#)) are attached. The DWC and SIR online systems indicate chassis involved in this recall with the designator of "03KW5" in the campaign field.

SITUATION

Kenworth Engineering became aware that the grab handle on certain engine/muffler/tailpipe combinations were being mounted too high to be effective. After further investigation, Engineering determined the location failed to meet the recommended guidelines for safe ingress/egress. The location may limit the ability to maintain 3-points of contact at all times per industry standards. This defect may cause a person to slip and fall when trying to hold the grab handle.

RESOLUTION

Kenworth has initiated a recall to inspect and, if necessary, relocate the grab handle to the proper height. See attached sketch for "Correct Grab Handle Height" on page 2.

It is a violation of Federal law for a dealer to sell or lease new vehicles covered by this recall until the defect or noncompliance has been corrected.

WARRANTY

Kenworth will allow 0.2 hour to inspect, or 0.7 hour per grab handle for this repair.

- Inspection: use Quick Claim 03K5A.
- Single Exhaust: use Quick Claim 03K5B to relocate the grab handle.
- Dual Exhaust: use Quick Claim 03K5C to relocate the grab handles.

Department	Customer Service	
Category	Product Recall	
Title	Frame Access Grab Handle	
Number	03KW5	
Initial Release Date	07/15/03	Page 1 of 2
Revision Date		

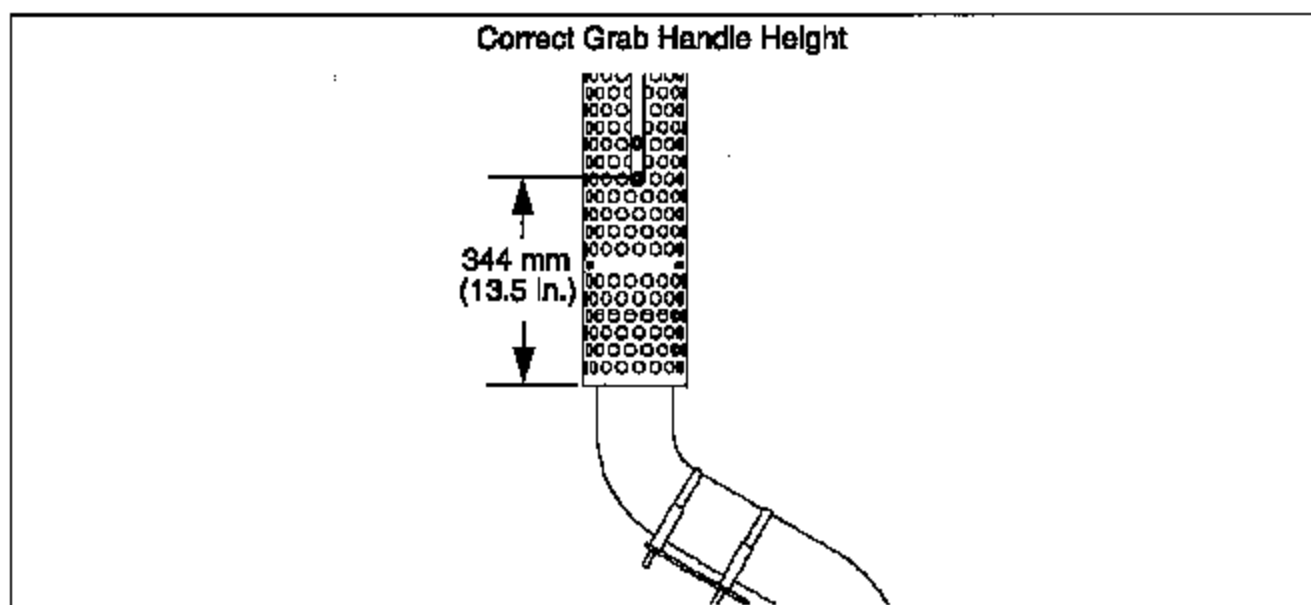


Figure 1



A DIVISION OF PACCAR

Draft 5 - Not For Distribution

Recall

Department	Customer Service	
Category	Product Recall	
Title	Frame Access Grab Handle	
Number	03KW5	
Initial Release Date	07/23/03	Page 1 of 2
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FEDERAL RECALL CAMPAIGN 03KW5

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SITUATION

Kenworth Engineering became aware that the grab handle on certain engine/muffler/tailpipe combinations were being mounted too high to be effective. After further investigation, Engineering determined the location failed to meet the recommended guidelines for safe ingress/egress. The location may limit the ability to maintain 3-points of contact at all times per industry standards. This defect may cause a person to slip and fall when trying to hold the grab handle.

RESOLUTION

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It is a violation of Federal law for a dealer to sell or lease new vehicles covered by this recall until the defect or noncompliance has been corrected.

WARRANTY

Kenworth will allow 0.2 hour to inspect, or 0.7 hour per grab handle for this repair.

- Inspection: use Quick Claim 03K5A.
- Single Exhaust: use Quick Claim 03K5B to relocate the grab handle.
- Dual Exhaust: use Quick Claim 03K5C to relocate the grab handles.

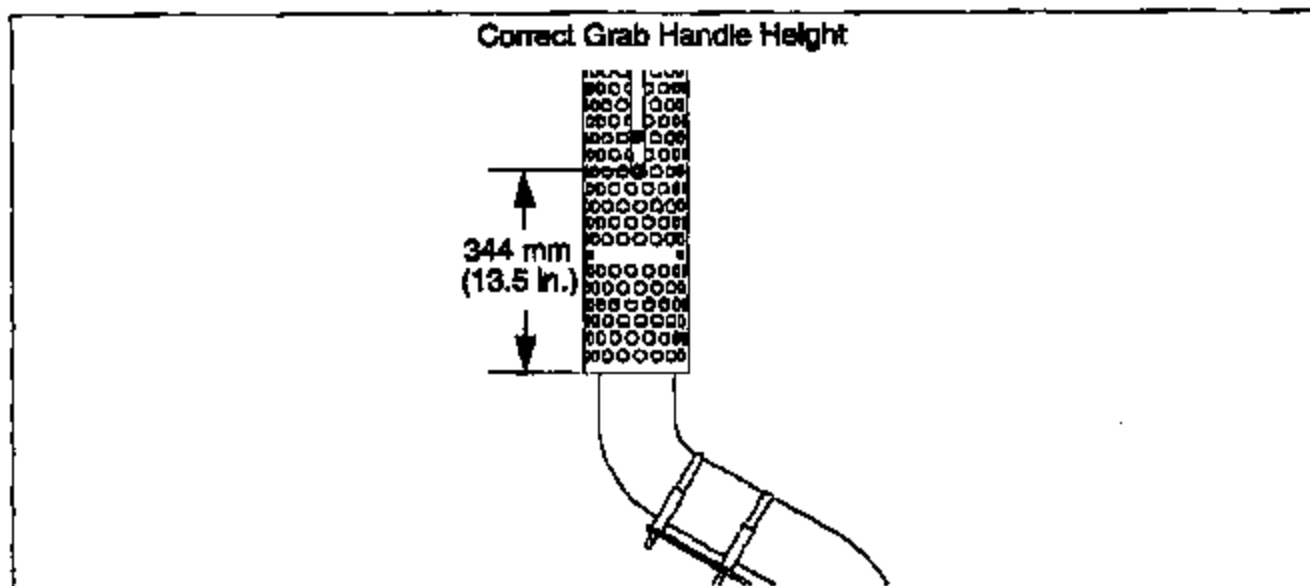


Figure 1



July 29, 2003

Dear Kenworth Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Kenworth Truck Company has decided that a defect which relates to motor vehicle safety exists in certain Kenworth trucks with frame access grab handles that have vertical tailpipes manufactured November 22, 2002 through April 30, 2003. Your vehicle has been identified as having been manufactured with this defect.

Kenworth Engineering became aware that the grab handle on certain engine/muffler/tailpipe combinations was being mounted too high to be effective. After further investigation, Engineering determined the location failed to meet the recommended guidelines for safe ingress/egress. The location may limit the ability to maintain 3-points of contact at all times per industry standards. This defect may cause a person to slip and fall when trying to hold the grab handle.

Kenworth has initiated a recall to correct this condition by inspecting and relocating the grab handle, if necessary. As of the date of this letter, Kenworth urges you to immediately contact your nearest authorized Kenworth dealer to have this work completed. This work may take up to 3 hours and will be performed at no charge to you.

If you believe you had this repair made prior to receiving this notification, please contact your nearest dealership for possible reimbursement.

If you require further information about this recall or experience any difficulty in making arrangements for the inspection or correction, please contact: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department, phone 425-828-5000.

If you conclude that Kenworth Truck Company has not enabled you to remedy this defect in reasonable time and without charge, you may submit a complaint to: Administrator for Safety Assurance, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll free Auto Safety Hotline at 1-888-327-4236.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you no longer own this vehicle, we would appreciate your advising us of the new owner if you know their name. The enclosed card may be used for this purpose.

We regret any inconvenience that this work may cause.

Sincerely,

Mike Kalkoske

Director of Customer Service